

Online Portal Request Tickets for Behavioral Health Community Crisis Center Agency WITS Administrators

STANDARDS: Online Portal Request Tickets for Client Record Support, New or Updated User, and User Revocation can only be created by Agency WITS Administrators (AWAs).

STANDARDS: The Automation Help Desk staff will process an Online Portal Ticket within three (3) business days of it being received. When additional information is required, the Online Portal Ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested, and a response is not received within five (5) business days, the Online Ticket will be closed, and the request will not be processed. The Online Portal will show you the status of the tickets:

- Active – When the Online Portal ticket is being processed by the Help Desk.
- Waiting for Response – When there is a need of additional information or assistance from a vendor to resolve the ticket. An email will be sent to the AWA who submits the ticket if there is a need for additional information or if we are waiting for a resolution/assistance from a vendor.
- Closed – When the Online Portal ticket has been resolved.

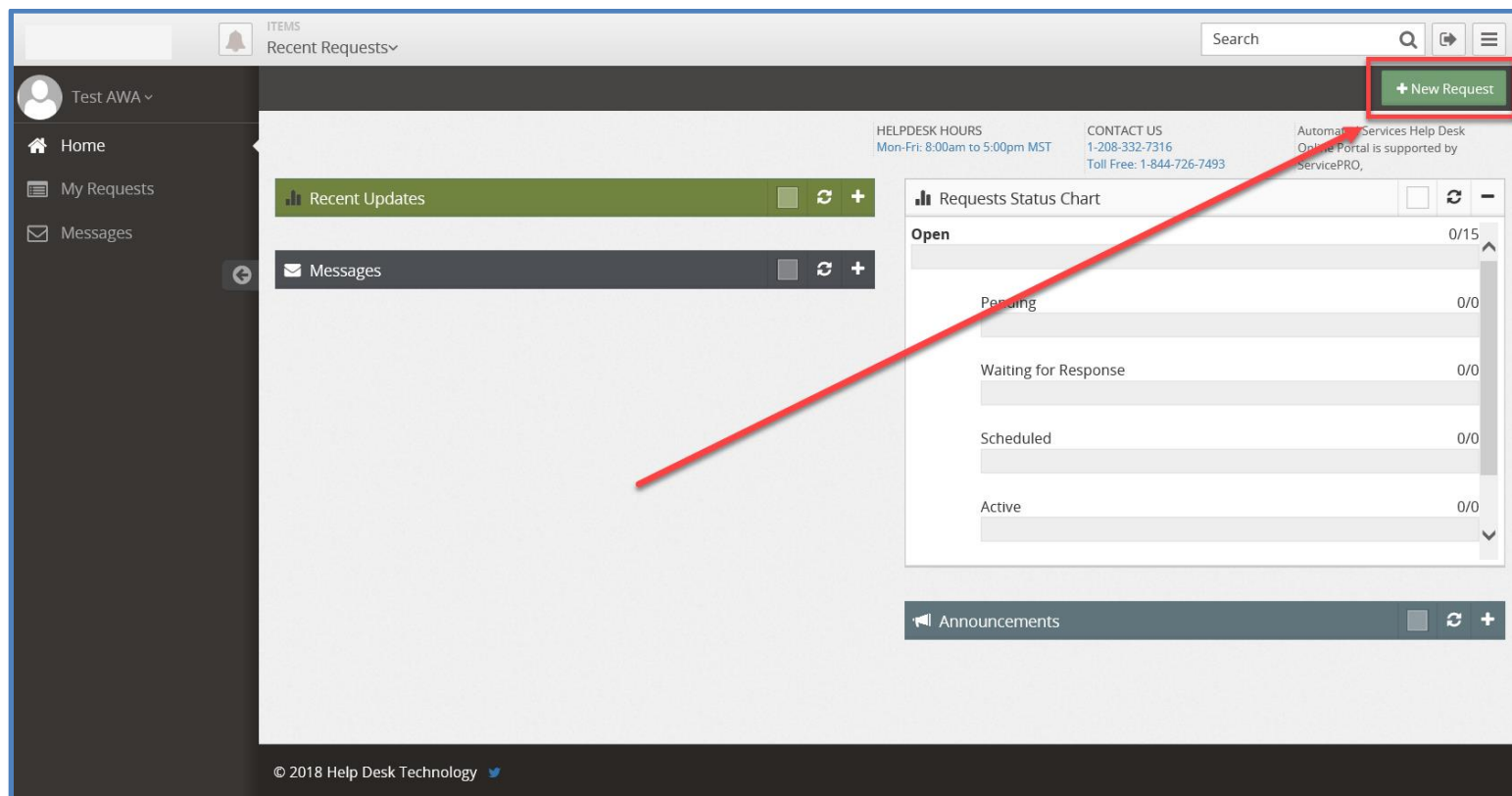
There are three (three) Categories for AWA – Agency WITS Administrator Online Portal Tickets.

1. Client Record Support
 - a. Request assistance with an individual client record (combining client records, delete client activities, etc.).
2. New or Updated User
 - a. Document/request the creation or updating of staff member account (email changing, credential changes, permission changes, adding a staff member as an AWA, etc.).
 - b.
3. User Revocation
 - a. Document the revocation of a staff member (date of staff member's last day, etc.).

Client Record Support Online Portal Request Ticket

STANDARDS: Client Record Support tickets can only be created by Agency WITS Administrators (AWAs). Client Record Support tickets are created to request assistance with an individual client record (combine client records, delete client activities, etc.)

1. Log into the Online Portal. Click here for instructions to access the Online Portal.



2. Click [+ New Request](#).

ITEMS Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details

Prev Next Submit Cancel

Specify Request Title

Title: Enter title

3. Click Enter title and enter the purpose of your request.

ITEMS Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

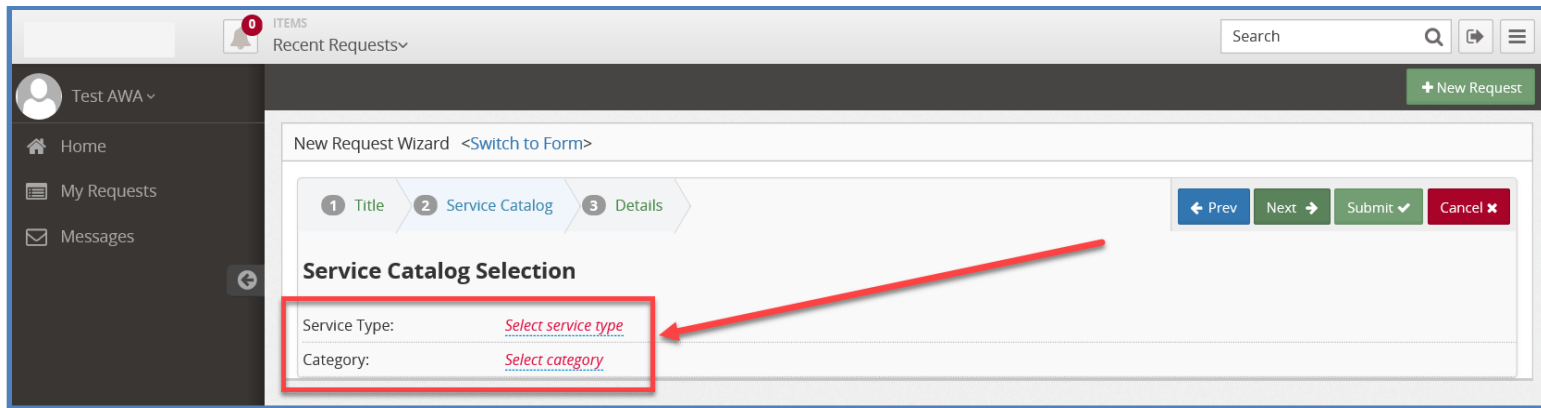
1 Title 2 Service Catalog 3 Details

Prev Next Submit Cancel

Specify Request Title

Title: New Service Request Title

4. Click Next.



ITEMS
Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details

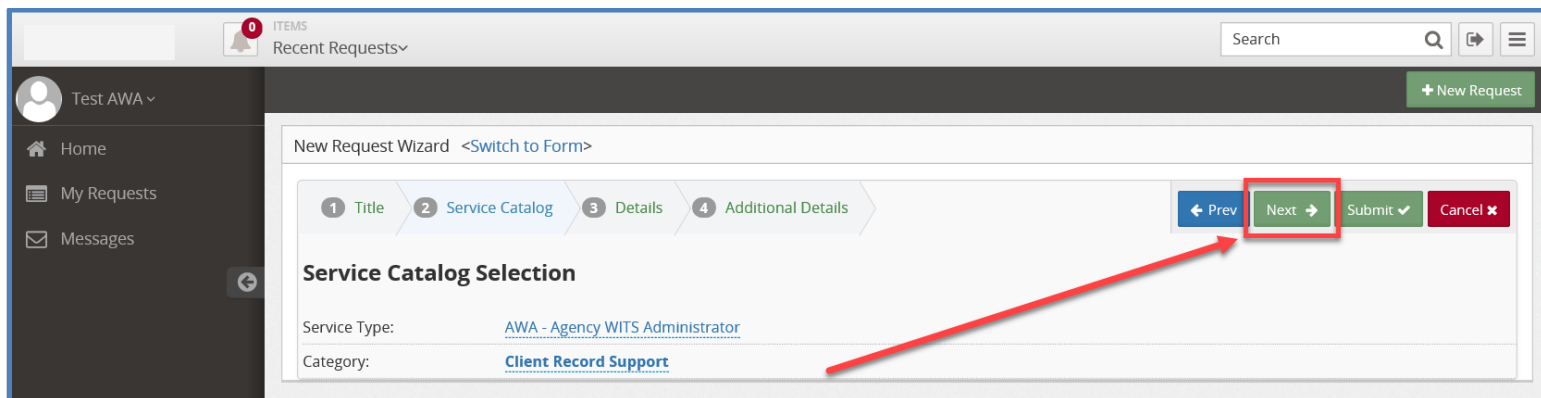
Prev Next Submit Cancel

Service Catalog Selection

Service Type: [Select service type](#)

Category: [Select category](#)

5. Click [Select service type](#) and select **AWA - Agency WITS Administrator**.
6. Click [Select category](#) and select **Client Record Support**.



ITEMS
Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Service Catalog Selection

Service Type: [AWA - Agency WITS Administrator](#)

Category: [Client Record Support](#)

7. Click [Next](#).

WARNING:

Never enter Protected Health Information into a service request. Always refer to clients by their Unique Client Number (UCN) found in WITS on the Client Profile.

The screenshot shows the 'New Request Wizard' interface. The top navigation bar includes 'ITEMS', 'Recent Requests', and a search bar. The left sidebar shows the user 'Test AWA' and navigation links for 'Home', 'My Requests', and 'Messages'. The main content area is titled 'New Request Wizard <Switch to Form>' and shows a progress bar with four steps: 1 Title, 2 Service Catalog, 3 Details (current), and 4 Additional Details. Navigation buttons 'Prev', 'Next', 'Submit', and 'Cancel' are visible. The 'Add Memo, Attachment' section is highlighted with a red box. It contains a 'Memo:' field with a rich text editor toolbar (including bold, italic, underline, and list icons) and a large text area. Below the memo field is an 'Attach:' section with a 'Select file(s)' button. A red arrow points to the memo field.

8. Enter a detailed description in the Memo field for this request. **Do not enter any Protected Health Information (including the Client Name) into the service request.**

Items
Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Add Memo , Attachment

Memo:

(inherited font) (inherited size)

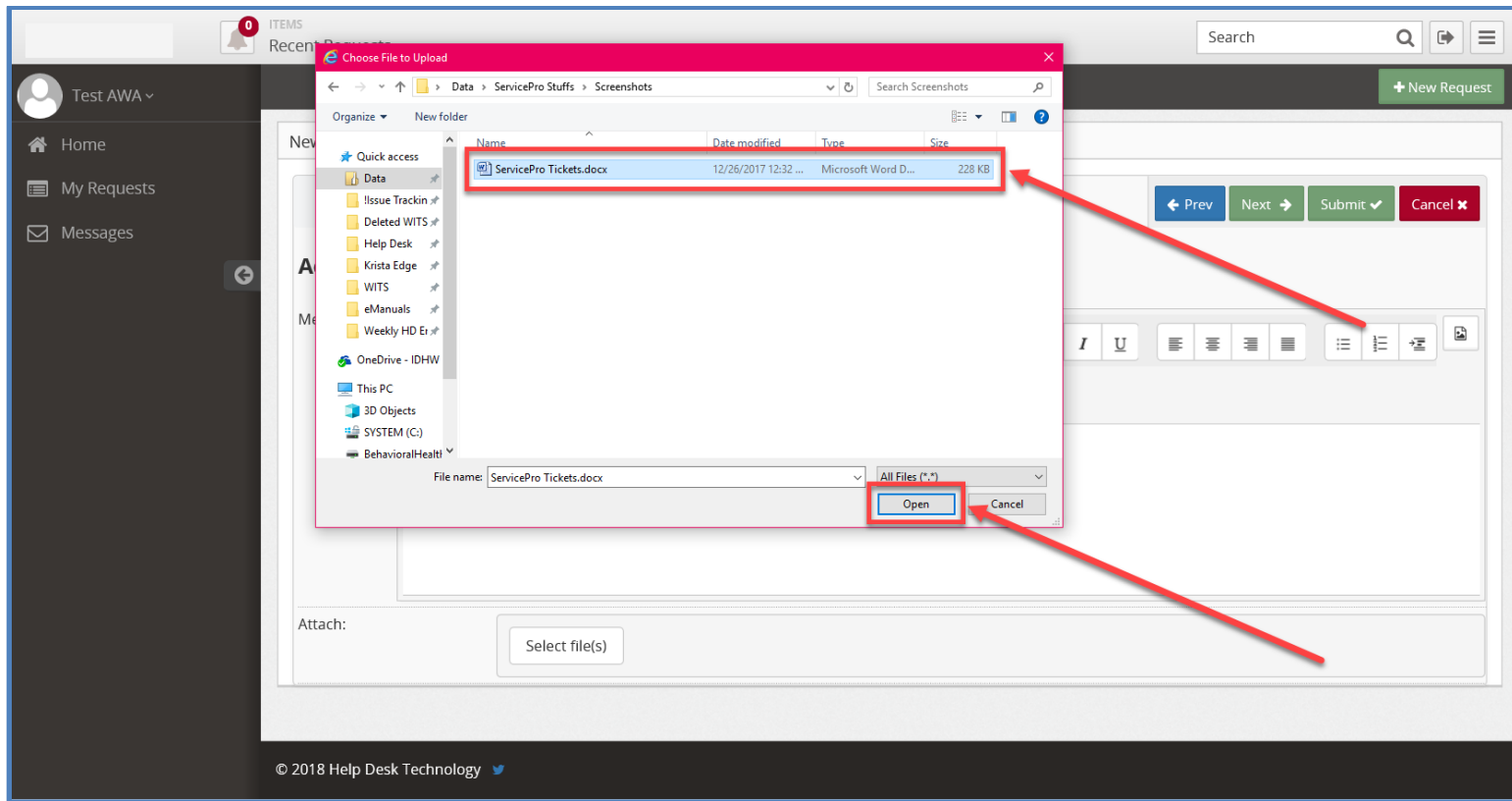
Detailed description of what you need assistance with.

Attach:

Select file(s)

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9. Click to attach a file if necessary.



10. Navigate to the file and click **Open**. Before attaching a screen shot, make sure the client name is removed (or blacked out).

ITEMS Recent Requests

Search

Test AWA

Home

My Requests

Messages

+ New Request

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Add Memo , Attachment

Memo:

(inherited font) (inherited size)

Detailed description of what you need assistance with.

Attach:

Select file(s)

Done

ServicePro Tickets.docx 100%

11. Click .

0 ITEMS
Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

Action

12. Click Action and select **Client Record Support**.

ITEMS
Recent Requests

Search

+ New Request

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title2 Service Catalog3 Details4 Additional Details

PrevNextSubmitCancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

[Client Record Support](#)

Records to Keep:

Unique Client Number

Created By Staff

Activity Type

Activity Date

Records to Remove:

Unique Client Number.

Created By Staff.

Activity Type.

Activity Date.

Enter a description and justification for what assistance is needed on the client's record.

Before requesting the deletion of a client activity/record, review the eManual section Deleting or Combining Records. Follow the link to navigate to this section. Prior to an activity being deleted, the activity must be entered under the correct client's record when applicable.

http://wits.idaho.gov/Portals/_Rainbow/Manuals/WITS/SUD%20eManual%202016/SUDeManual.html#Documents/deletingorcombiningrecordswithinwits.htm

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13. Complete the following fields as needed.

- Records to Keep:
 - Unique Client Number – enter the UCN of the client.
 - Created By Staff – enter the name of the Staff Member who created the client activity to be kept.
 - Activity Type – enter the type of Activity.
 - Activity Date – enter the date of the Activity.
- Records to Remove:
 - Unique Client Number – enter the UCN of the client.
 - Created By Staff – enter the name of the Staff Member who created the client activity to be deleted.
 - Activity Type – enter the type of Activity.
 - Activity Date – enter the date of the Activity.
- Justification – enter a justification for the client record support (i.e., record was entered in error) and indicate the activity was entered under the correct client's record when applicable.

1 Title2 Service Catalog3 Details4 Additional Details

← Prev

Next →

Submit ✓

Cancel ✕

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

[Deletion of a Client Activity or Record](#)

Before requesting the deletion of a client activity/record, review the appropriate eManual section Deleting or Combining Records. Prior to an activity being deleted, the activity must be entered under the correct client's record when applicable.

Records to Keep:

[12345679](#)

[John Doe](#)

[Encounter](#)

[2/16/2018](#)

Records to Remove:

[987654321](#)

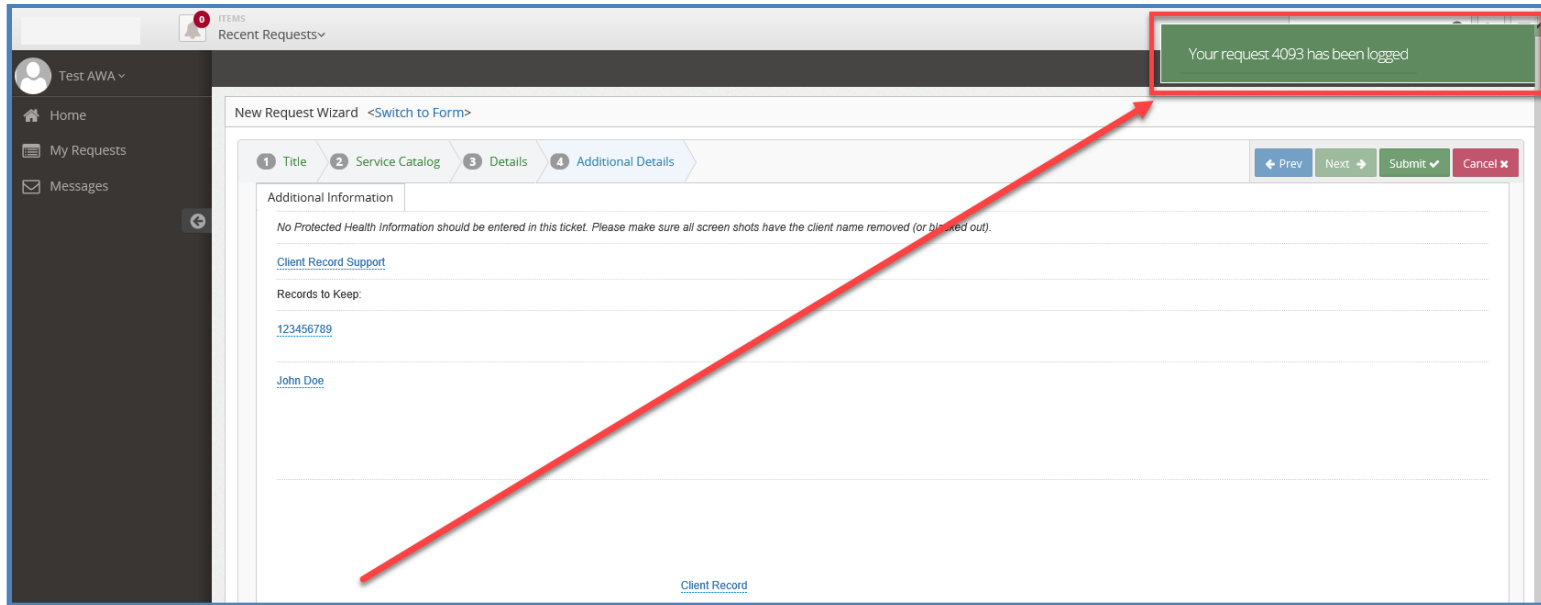
[Jane Doe](#)

[Encounter](#)

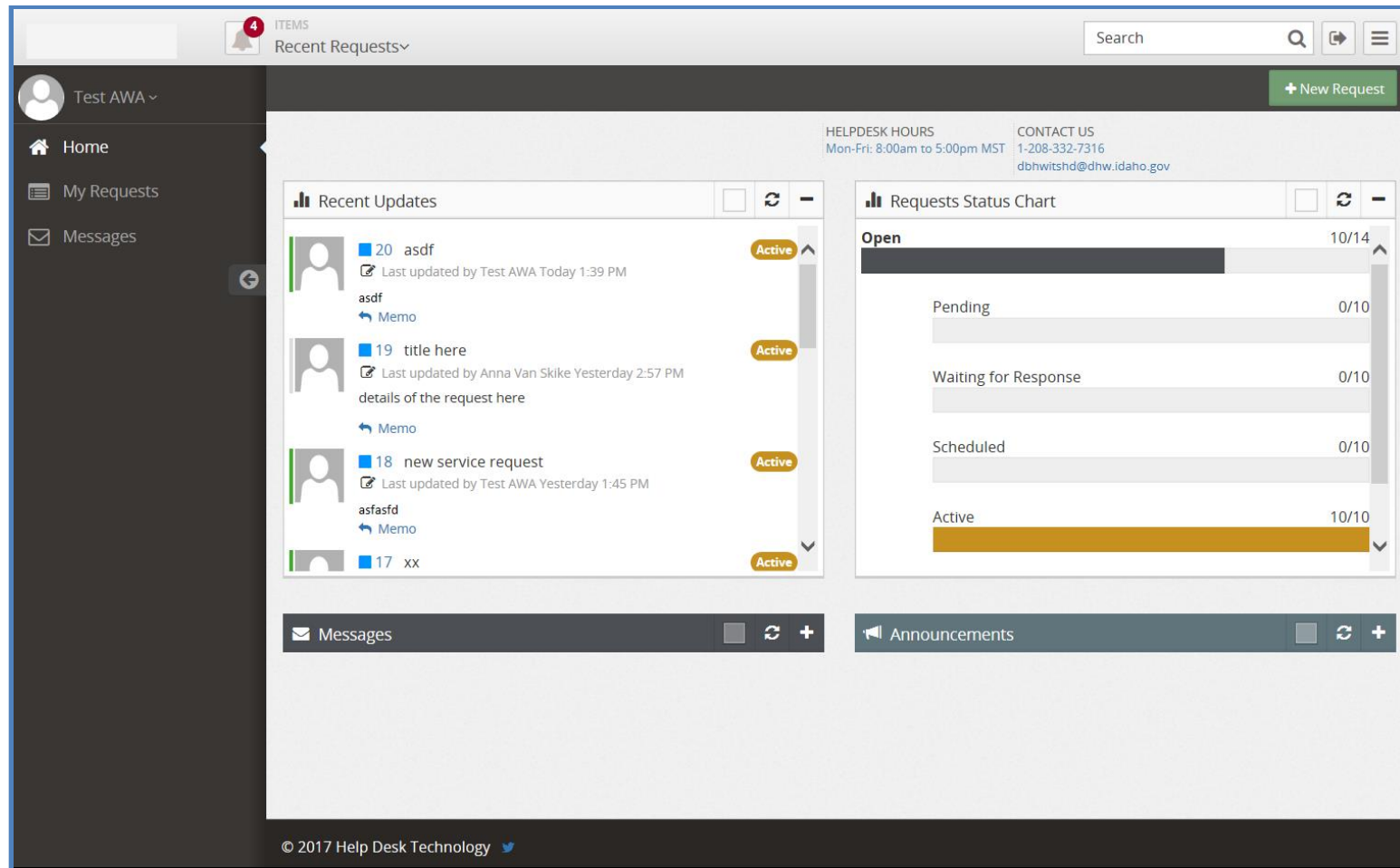
[2/16/2018](#)

[Justification entered here](#)

14. Click .



15. A confirmation message will appear in green with the Service Request Number.



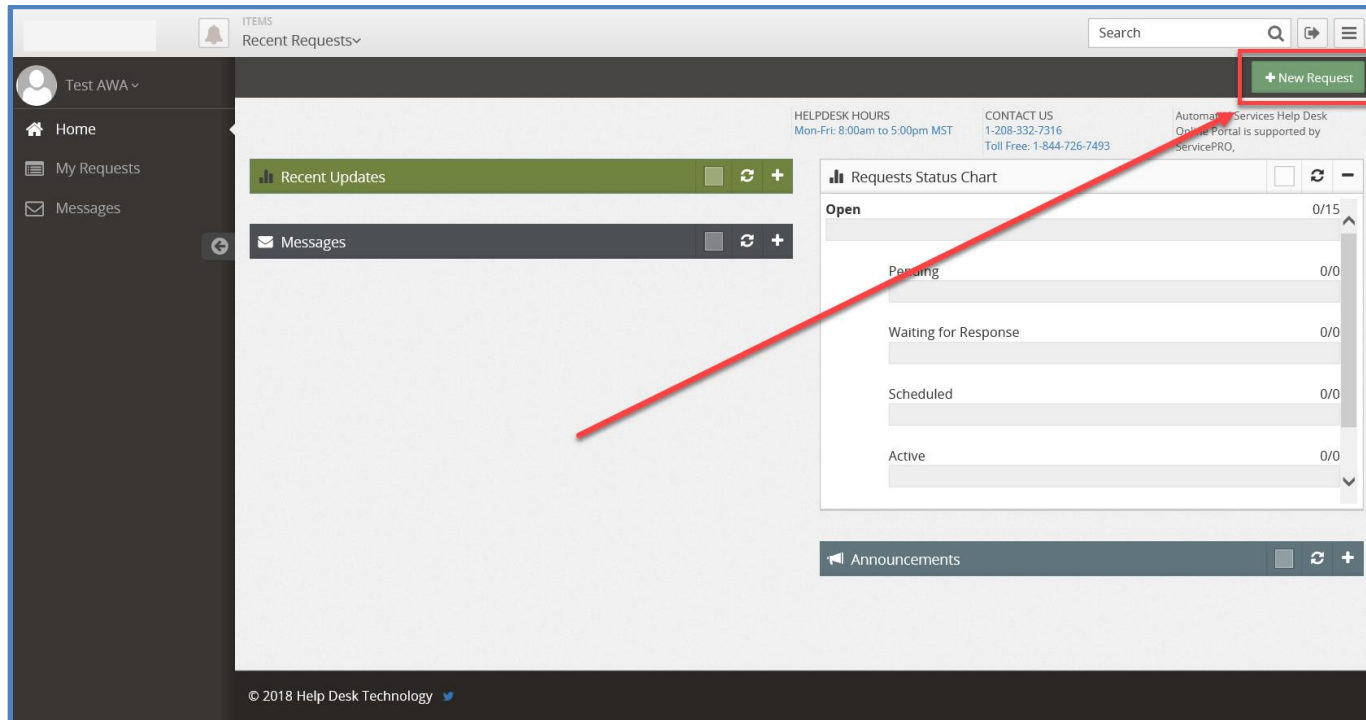
16. You are automatically navigated back to the Home Page.
17. Help Desk staff will process the Online Portal Request according to the SLAs.

New or Updated User Online Portal Request Ticket

STANDARDS:

New or Updated User tickets can only be created by Agency WITS Administrators (AWAs). New or Updated User tickets are created to document/request the creation or updating of staff member account (email changing, credential changes, permission changes, adding a staff member as an AWA, etc.) and attach the signed Idaho WITS User Agreement or the Idaho WITS Revocation Form within five (5) business days of creating/revoking a the WITS staff member account.

1. Log into the Online Portal. Click here for instructions to access the Online Portal.



2. Click  .

ITEMS
Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details

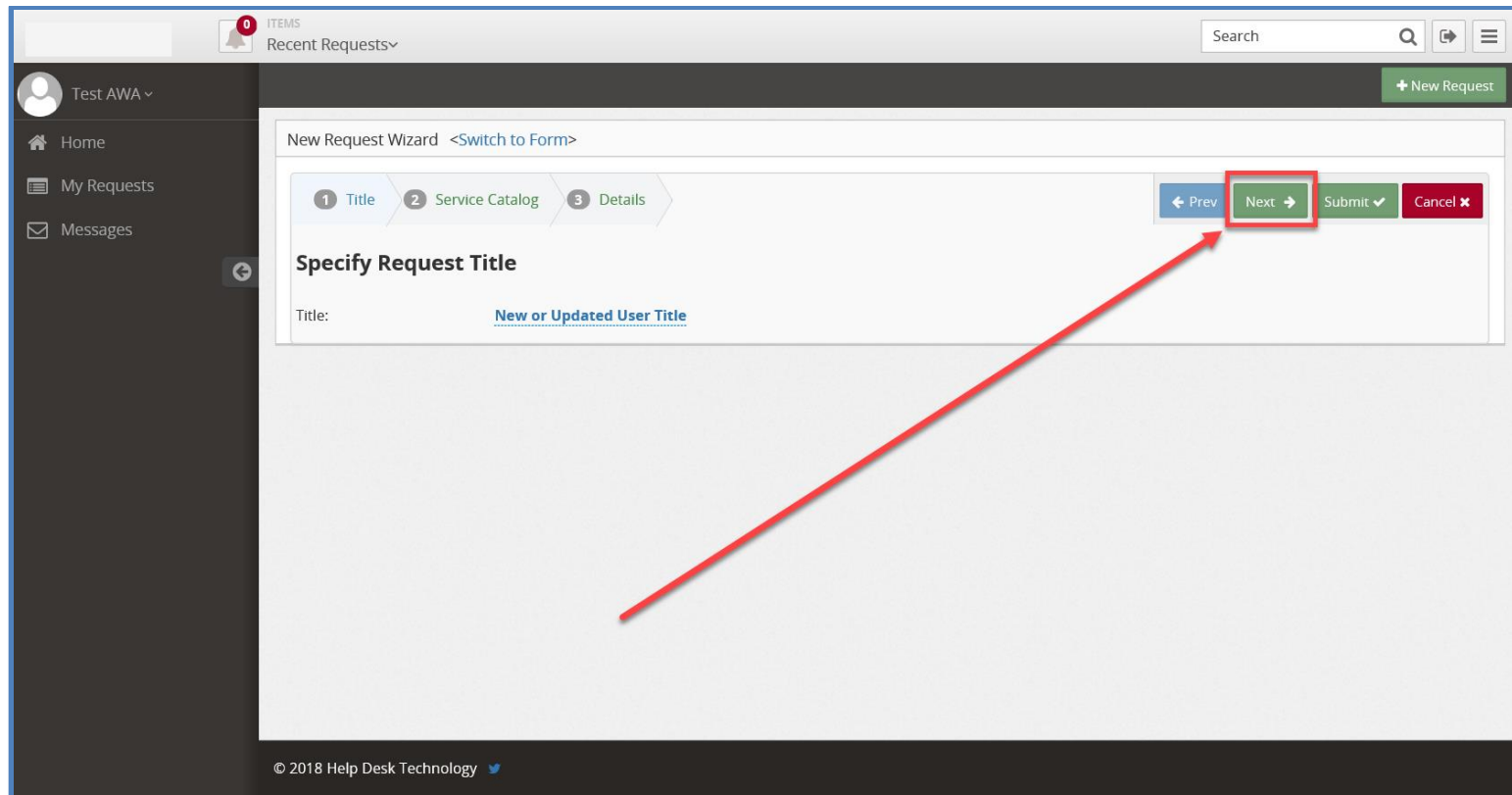
Prev Next Submit Cancel

Specify Request Title

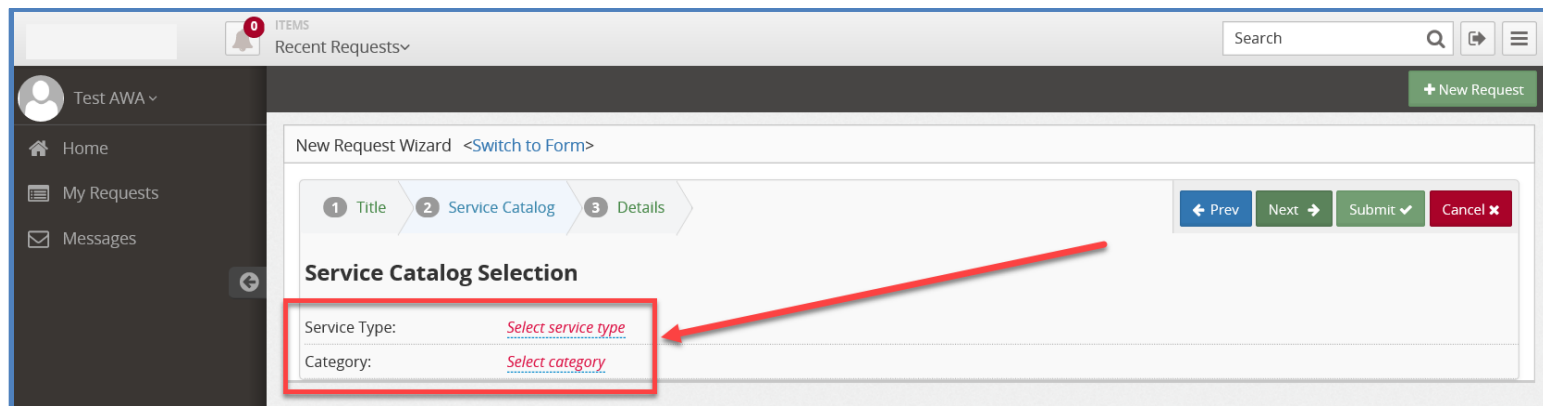
Title: *Enter title*

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3. Click *Enter title* and enter the purpose of your request.



4. Click  .



5. Click [Select service type](#) and select **AWA - Agency WITS Administrator**.
6. Click [Select category](#) and select **New or Updated User**.

The screenshot displays the 'New Request Wizard' interface. At the top, there's a navigation bar with a search bar and a '+ New Request' button. Below this, a sidebar on the left contains links for 'Home', 'My Requests', and 'Messages'. The main content area shows the 'New Request Wizard' with a progress bar indicating four steps: 1. Title, 2. Service Catalog (current step), 3. Details, and 4. Additional Details. Below the progress bar, the 'Service Catalog Selection' section shows 'Service Type' as 'AWA - Agency WITS Administrator' and 'Category' as 'New or Updated User'. At the bottom right of the wizard, there are four buttons: 'Prev', 'Next', 'Submit', and 'Cancel'. The 'Next' button is highlighted with a red box, and a red arrow points to it from the bottom left of the screen. The footer of the page reads '© 2018 Help Desk Technology'.

7. Click [Next](#).

ITEMS 0 Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Add Memo, Attachment

Memo:

(inherited font) (inherited size)

A B I U

x, x'

Attach:

Select file(s)

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8. Enter a detailed description in the Memo field for this request.

ITEMS Recent Requests

Search

+ New Request

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Add Memo, Attachment

Memo:

(inherited font) (inherited size)

A B I U

x, x'

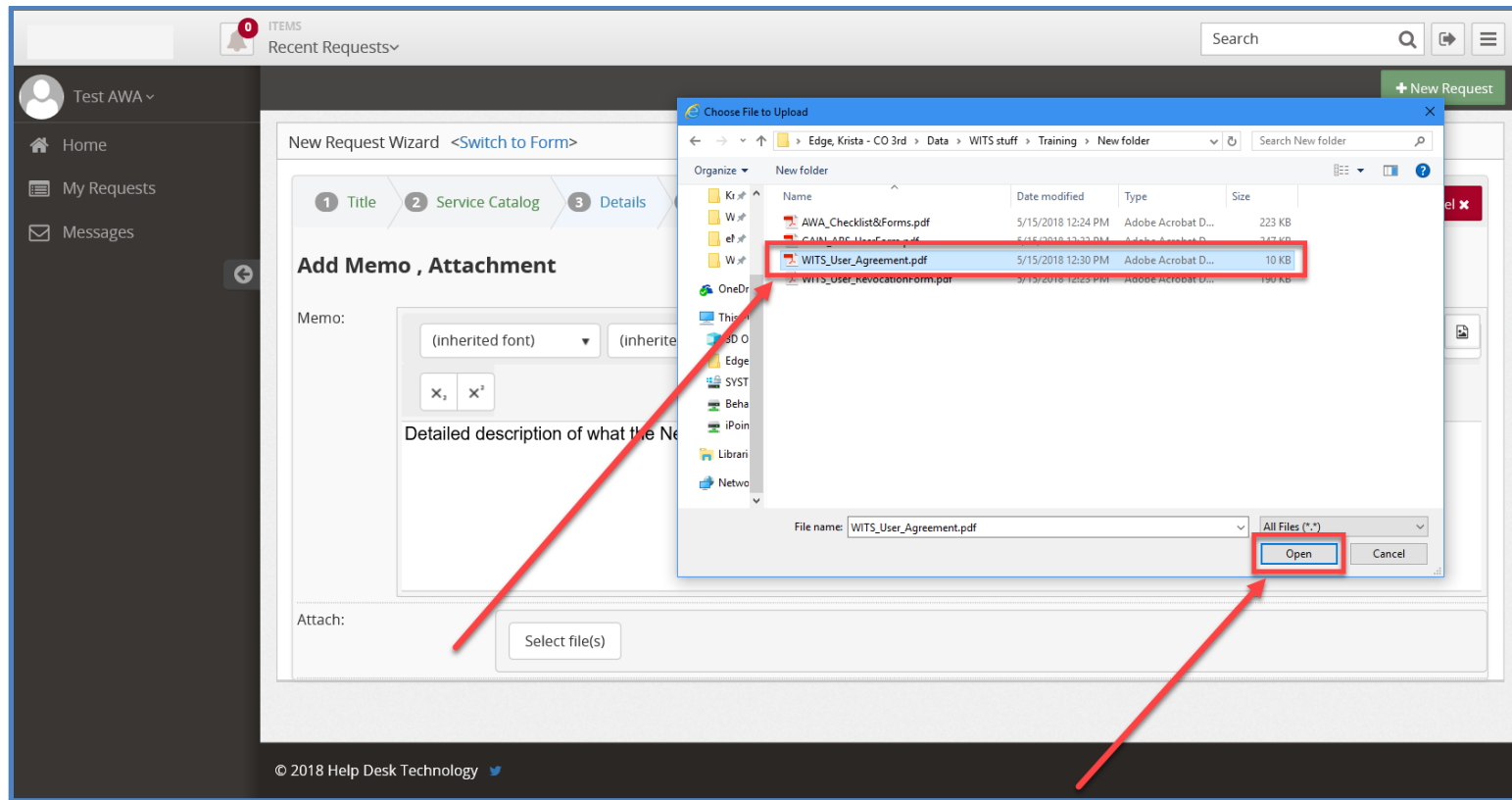
Detailed description of what the New or Updated User request ticket is for and for who.

Attach:

Select file(s)

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9. Click to attach a file(s) if necessary.



10. Navigate to the file and click Open.

ITEMS 0 Recent Requests

Search

Test AWA

Home

My Requests

Messages

+ New Request

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Add Memo , Attachment

Memo:

(inherited font) (inherited size)

A B I U

Detailed description of what the New or Updated User request ticket is for and for who.

Attach:

Select file(s)

Done

WITS_User_Agreement.pdf	100%	x
GAIN_ABS-UserForm.pdf	100%	x

11. Click .

ITEMS 0 Recent Requests

Search

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

Action

12. Click Action and select the appropriate Action choice.
- AWA Designation – designate a current staff member as one of the agency's two AWAs.
 - New User – new staff member for agency.
 - Update User – choice if the staff member account has been updated (email changing, credential changes, permission changes, adding a staff member as an AWA, etc.)

Action of AWA Designation

Standards: Each Agency may designate up to two individuals as AWAs. New AWAs must attend BHCCC AWA Training before AWA permissions are granted. BHCCC AWA trainings are provided upon request; contact the Help Desk to request a training.

1. Click Action and select **AWA Designation**.

The screenshot shows a web application interface for a 'New Request Wizard'. The left sidebar contains navigation links: 'Home', 'My Requests', and 'Messages'. The top header shows 'Test AWA' and a 'Recent Requests' dropdown. The main content area is titled 'New Request Wizard <Switch to Form>'. It features a progress bar with four steps: 1 Title, 2 Service Catalog, 3 Details, and 4 Additional Details. The 'Additional Details' step is currently active. Below the progress bar, there are several text input fields. A red box highlights the 'Staff First Name' and 'Staff Last Name' fields. A red arrow points from the 'Staff Last Name' field to the 'New AWAs must attend AWA Training before AWA permissions are granted.' text. Other text in the form includes 'No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).', 'Each Agency can have up to 2 AWAs. If your Agency already has 2 AWAs please list the name of the person who you wish to remove the AWA permission from.', and 'Agency Type'. The form also includes 'Prev', 'Next', 'Submit', and 'Cancel' buttons.

0 ITEMS
Recent Requests

Search

+ New Request

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

[AWA Designation](#)

New AWAs must attend AWA Training before AWA permissions are granted.

Staff First Name Staff Last Name

Each Agency can have up to 2 AWAs. If your Agency already has 2 AWAs please list the name of the person who you wish to remove the AWA permission from.

Agency Type

2. Complete the following fields.

- Staff First Name – first name of staff member being designated as AWA.
- Staff Last Name – last name of staff member being designated as AWA.
- If Agency already has 2 AWAs – enter the name of the AWA being replaced by the new AWA.
- Agency Type – select Substance Use Provider.

The screenshot shows a web application interface for a 'New Request Wizard'. The wizard is in the 'Additional Details' step, which is highlighted in the progress bar. The left sidebar shows the user 'Test AWA' and navigation links for Home, My Requests, and Messages. The main content area contains the following fields and instructions:

- Additional Information:** No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).
- AWA Designation:** New AWAs must attend AWA Training before AWA permissions are granted.
- AWA Staff First Name:** (Text input field)
- AWA Staff Last Name:** (Text input field)
- AWA staff replace prior AWA staff member:** (Text input field)
- Substance Use Provider:** (Text input field)
- Attachments:** Attach a copy of the completed AWA Checklist: <http://wits.idaho.gov/Portals/73/Documents/substanceUse/eManual%20Documents/AWAChecklistandForms062317.pdf?ver=2017-06-23-142542-563>

At the top right of the form, there are navigation buttons: 'Prev', 'Next', 'Submit' (highlighted with a red box and a red arrow), and 'Cancel'.

3. Click .

The screenshot displays a web application interface for a 'New Request Wizard'. On the left is a dark sidebar with navigation links: 'Home', 'My Requests', and 'Messages'. The top header shows 'ITEMS' with a notification icon and 'Recent Requests'. The main content area is titled 'New Request Wizard' with a '<Switch to Form>' link. It features a progress bar with four steps: '1 Title', '2 Service Catalog', '3 Details', and '4 Additional Details'. The 'Additional Details' step is active, showing a form with fields for 'AWA Designation', 'AWA Staff First Name', 'AWA Staff Last Name', and 'Substance Use Provider'. A red arrow points from the 'Submit' button in the previous step to a green confirmation message box in the top right corner that reads 'Your request 4113 has been logged'. The form also includes a note about Protected Health Information and a link to a checklist.

0 ITEMS
Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

← Prev Next → Submit ✓ Cancel ✕

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

[AWA Designation](#) New AWAs must attend AWA Training before AWA permissions are granted.

[AWA Staff First Name](#) [AWA Staff Last Name](#)

[AWA staff replace prior AWA staff member.](#)

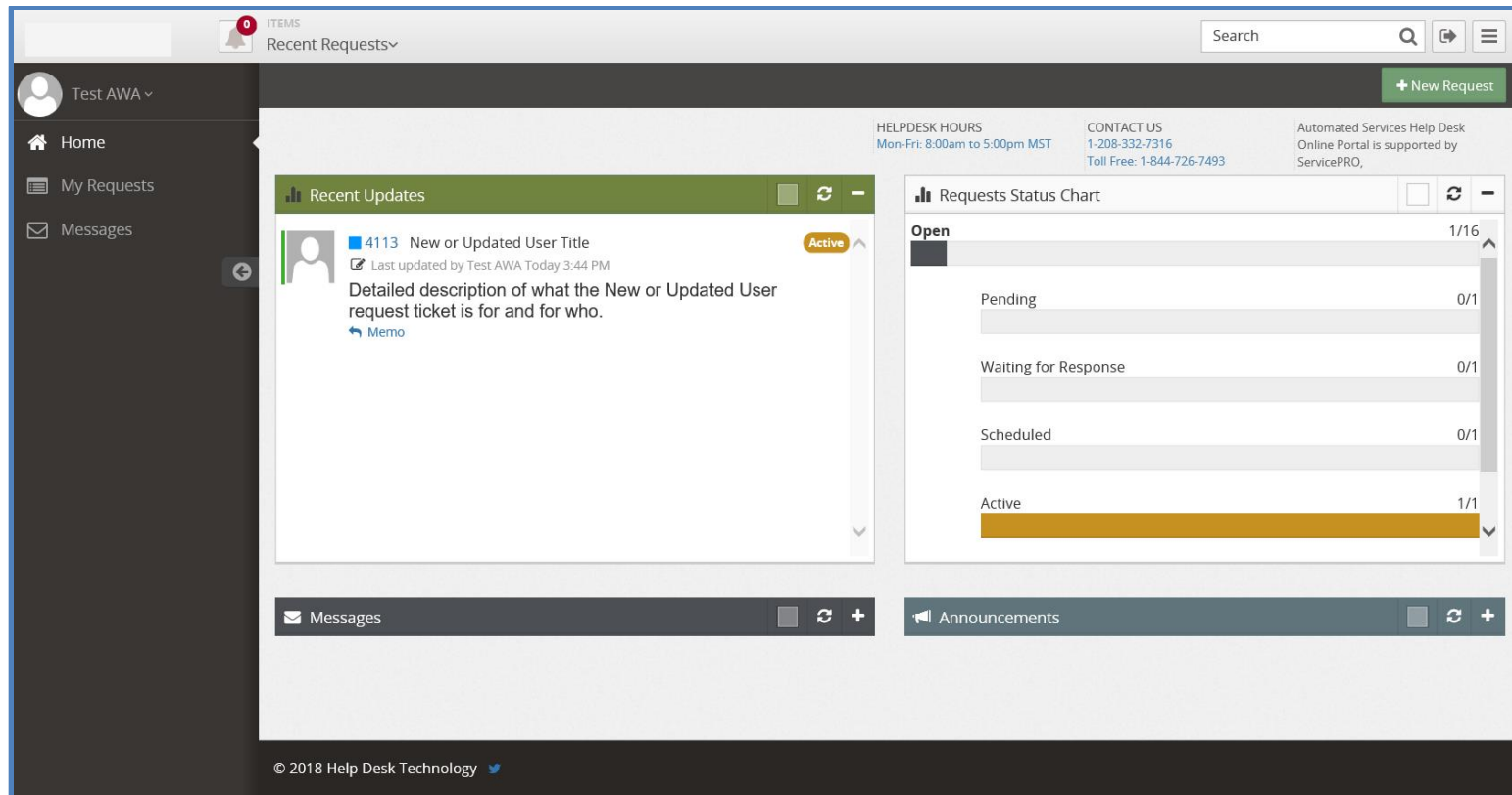
[Substance Use Provider](#)

Attach a copy of the completed AWA Checklist:

<http://wits.idaho.gov/Portals/73/Documents/substanceUse/eManual%20Documents/AWAChecklistandForms062317.pdf?ver=2017-06-23-142542-563>

Your request 4113 has been logged

4. A confirmation message will appear in green with the Service Request Number.



5. You are automatically navigated back to the Home Page.

Action of New User

STANDARDS: Create one request for each individual user. Always attach the completed and signed WITS User Agreement for the user.

1. Click Action and select **New User**.

ITEMS 0 Recent Requests

Search

+ New Request

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

New User

Staff First Name Staff Last Name

Agency Type

Signed User Agreement Attached ☐

2. Complete the following fields.
 - Staff First Name – enter the first name of new WITS user.
 - Staff Last Name – enter the last name of new WITS user.
 - Agency Type – select Substance Use Provider.
 - Signed User Agreement Attached – select box for WITS User Agreement form being attached to Online Portal request ticket.

ITEMS 0 Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

[New User](#)

[New Staff Member First Name](#) [New Staff Member Last Name](#)

[Substance Use Provider](#)

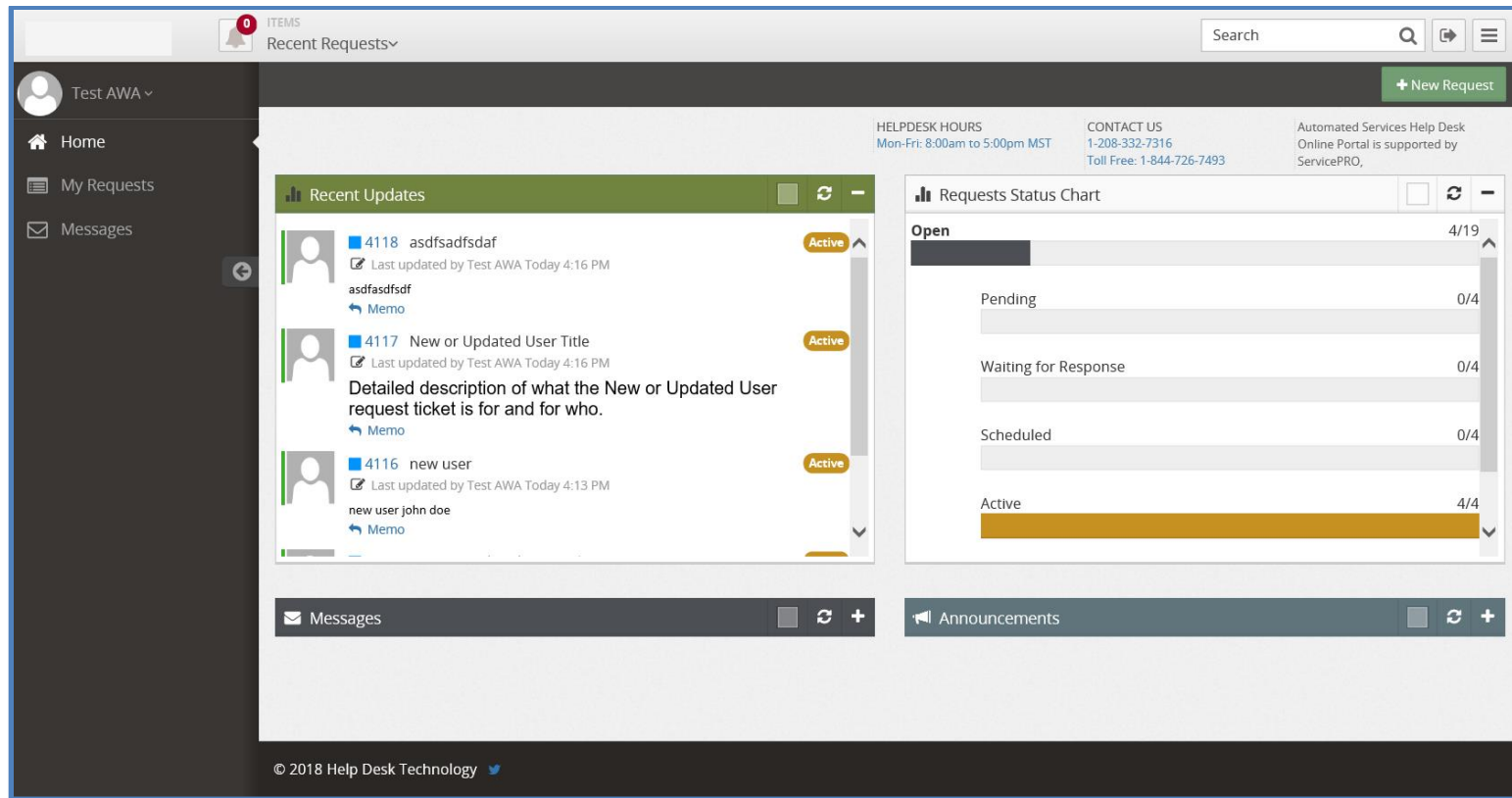
Signed User Agreement Attached ☒ <http://wits.idaho.gov/Portals/73/Documents/substanceUse/eManual%20Documents/IdahoWITSUserAgreementSUD06.23.17.pdf?ver=2017-06-23-144330-640>

Signed GAIN ABS Form Attached (if applicable) ☐ <http://wits.idaho.gov/Portals/73/Documents/substanceUse/eManual%20Documents/GAINABSUserForm062317.pdf?ver=2017-06-23-152537-307>

3. Click .

The screenshot displays the 'New Request Wizard' interface. At the top right, a green notification box states: 'Your request 4117 has been logged'. A red arrow points from the 'Signed User Agreement Attached' checkbox to this notification. The form includes a sidebar with 'Home', 'My Requests', and 'Messages'. The main content area has a progress bar with four steps: '1 Title', '2 Service Catalog', '3 Details', and '4 Additional Details'. The 'Additional Details' step is active, showing fields for 'New User', 'New Staff Member First Name', 'New Staff Member Last Name', and 'Substance Use Provider'. It also includes checkboxes for 'Signed User Agreement Attached' (checked) and 'Signed GAIN ABS Form Attached (if applicable)' (unchecked). A URL is provided at the bottom: <http://wits.idaho.gov/Portals/73/Documents/substanceUse/eManual%20Documents/GAINABSUserForm062317.pdf?ver=2017-06-23-152537-307>. Navigation buttons 'Prev', 'Next', 'Submit', and 'Cancel' are located at the top right of the form area.

4. A confirmation message will appear in green with the Service Request Number.



5. You are automatically navigated back to the Home Page.

Action as Update User

STANDARDS: A New User or Updated User Online Portal request ticket should be submitted when updating of staff member account (email changing, credential changes, permission changes, adding a staff member as an AWA, etc.).

1. Click Action and select **Update User**.

The screenshot shows the 'New Request Wizard' interface. The left sidebar contains navigation links: Home, My Requests, and Messages. The top bar shows 'ITEMS Recent Requests' and a search bar. The main content area is titled 'New Request Wizard <Switch to Form>'. It features a progress bar with four steps: 1 Title, 2 Service Catalog, 3 Details, and 4 Additional Details. The 'Additional Details' step is active. Below the progress bar, there is a section titled 'Additional Information' with a warning: 'No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out)'. Below this, there is a link 'Update User'. A red box highlights the 'Update User' section, which contains the following fields: 'Staff First Name', 'Staff Last Name', 'Agency Type', and a text area with the prompt 'Enter a detailed description of the changes to the Staff Account including changes to the email address.' A red arrow points to the 'Staff Last Name' field.

2. Complete the following fields.
 - Staff First Name – enter first name of staff member whose WITS account has been updated.
 - Staff Last Name – enter last name of staff member whose WITS account has been updated.
 - Agency Type – select Substance Use Provider.
 - Enter a detailed description of the changes to the Staff Account – enter details about what has been changed/updated in the staff member's WITS account.

ITEMS
Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

[Update User](#)

[Staff Member First Name](#) [Staff Member Last Name](#)

[Substance Use Provider](#)

[Enter details about what has been changed/updated in the staff member's WITS account.](#)

If you are adding GAIN ABS access please attach the completed GAIN ABS Form

3. Click .

The screenshot displays a web application interface. On the left is a dark sidebar with navigation links: 'Home', 'My Requests', and 'Messages'. The top header shows a notification bell icon with '0 ITEMS' and a dropdown menu labeled 'Recent Requests'. The main content area is titled 'New Request Wizard' with a '<Switch to Form>' link. It features a four-step progress bar: '1 Title', '2 Service Catalog', '3 Details', and '4 Additional Details'. The 'Additional Details' step is active. Below the progress bar are several text input fields with labels: 'Additional Information', 'Update User', 'Staff Member First Name', 'Staff Member Last Name', 'Substance Use Provider', and a larger field for 'Enter details about what has been changed/updated in the staff member's WITS account.'. At the bottom, there is a note: 'If you are adding GAIN ABS access please attach the completed GAIN ABS Form'. On the right side of the wizard, there are four buttons: 'Prev', 'Next', 'Submit', and 'Cancel'. A green confirmation message box in the top right corner, outlined in red, states 'Your request 4125 has been logged'. A red arrow points from the 'Submit' button to this message box.

0 ITEMS
Recent Requests

Test AWA

Home
My Requests
Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

[Update User](#)

[Staff Member First Name](#) [Staff Member Last Name](#)

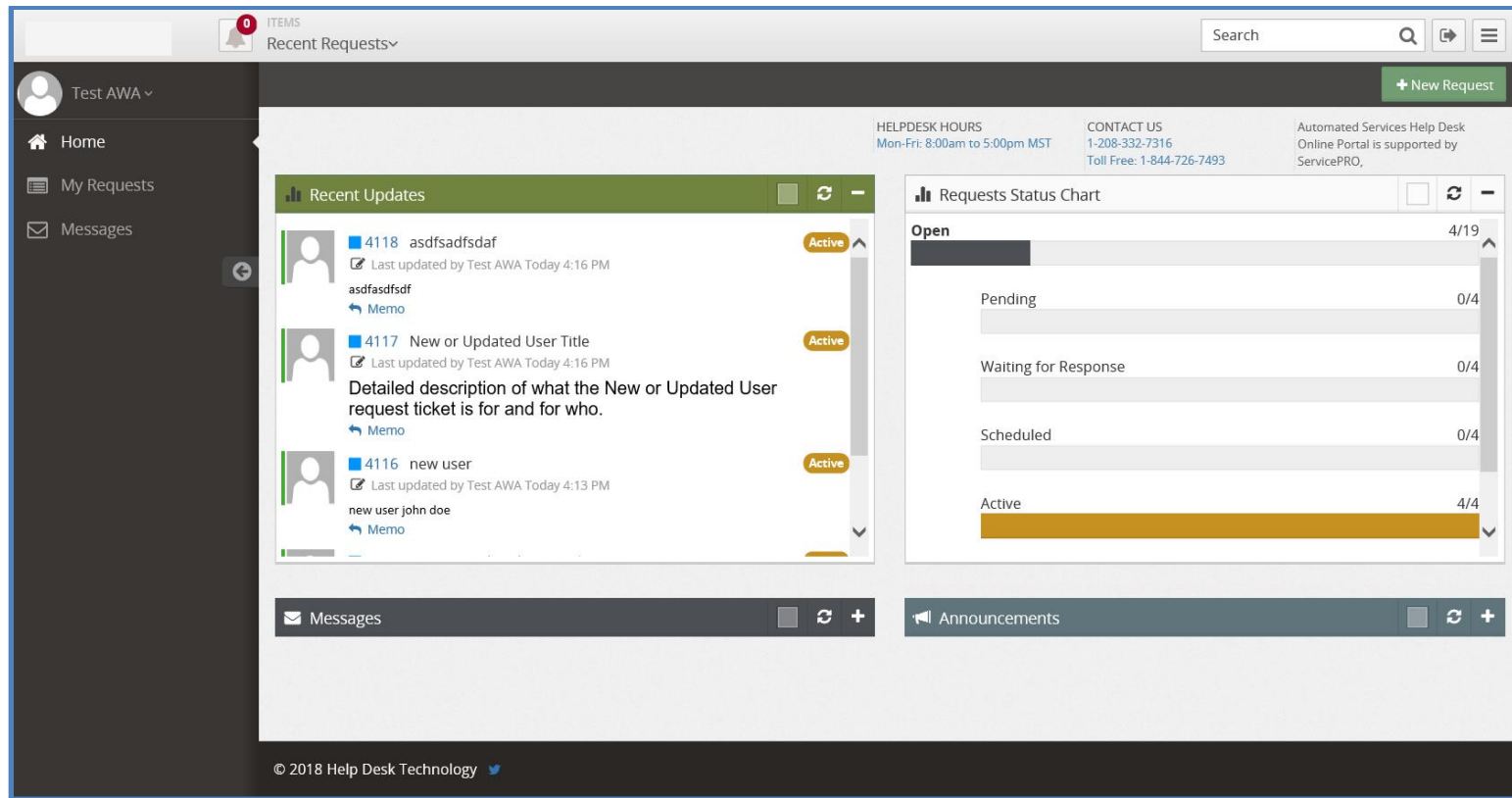
[Substance Use Provider](#)

[Enter details about what has been changed/updated in the staff member's WITS account.](#)

If you are adding GAIN ABS access please attach the completed GAIN ABS Form

Your request 4125 has been logged

4. A confirmation message will appear in green with the Service Request Number.



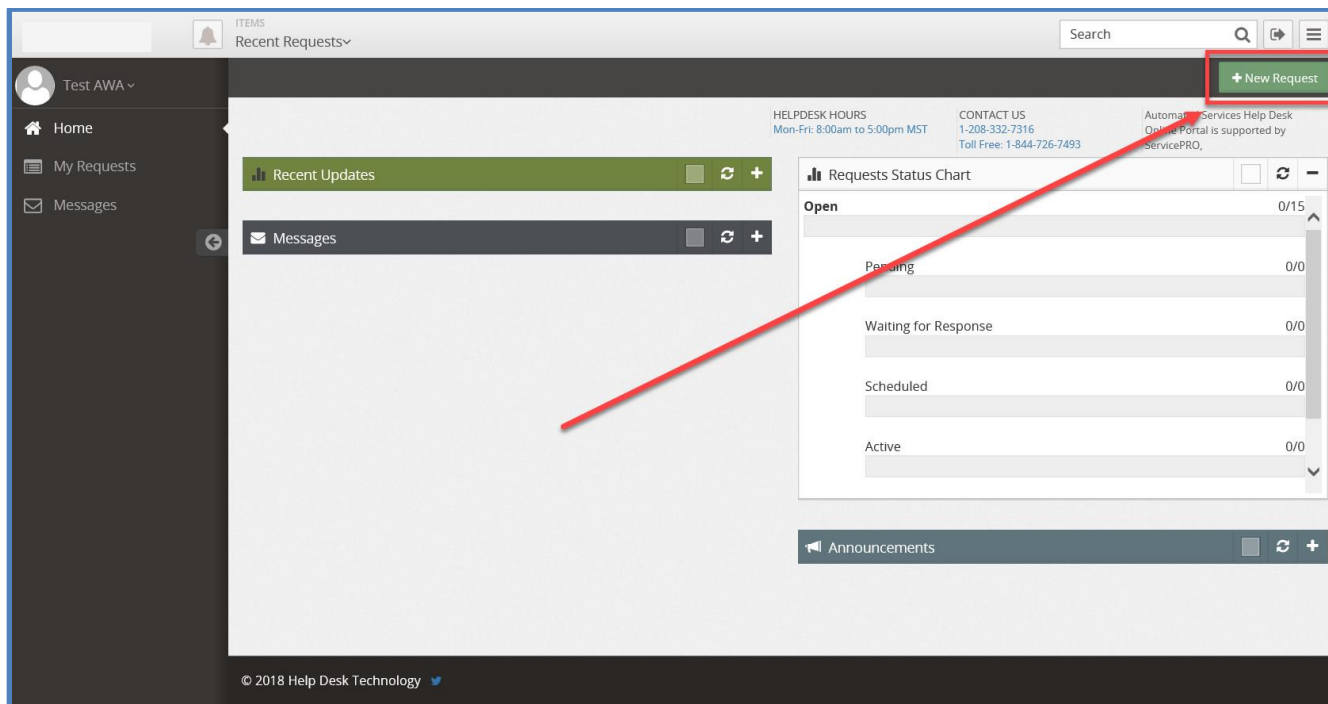
5. You are automatically navigated back to the Home Page.

User Revocation Online Portal Request Ticket

STANDARDS: WITS access should be Locked and revoked within 24 hours of a staff member leaving the agency's employment or no longer requiring WITS access to perform their job.

STANDARDS: User Revocation tickets can only be created by Agency WITS Administrators (AWAs). User Revocation tickets are created to document the revocation of a staff member WITS user account and attach the completed and signed Idaho WITS Revocation Form within five (5) business days of revoking a the WITS staff member account.

1. Log into the Online Portal. Click here for instructions to access the Online Portal.



2. Click  .

ITEMS
Recent Requests

Test AWA

Home

My Requests

Messages

Search

+ New Request

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details

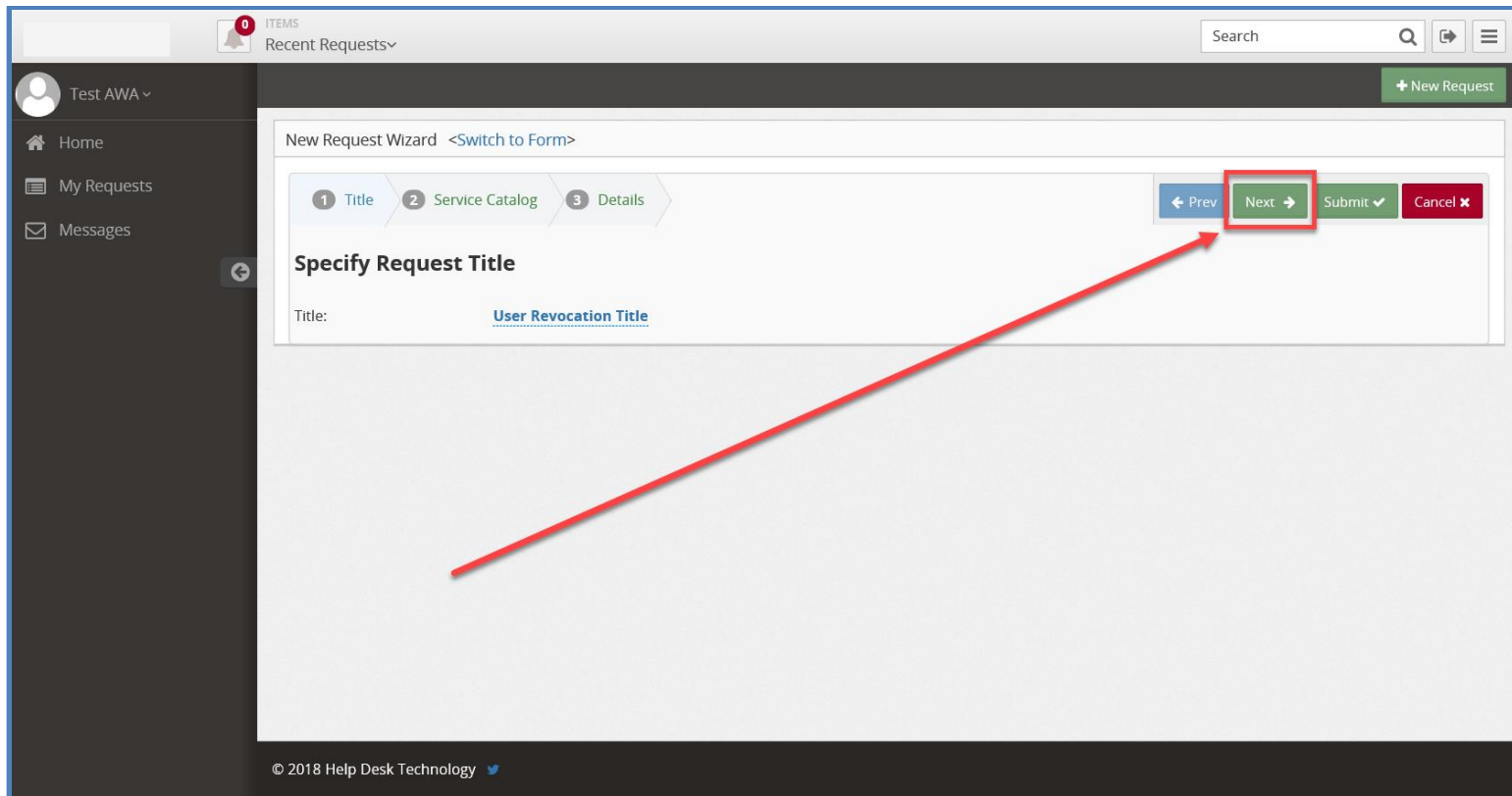
← Prev Next → Submit ✓ Cancel ✕

Specify Request Title

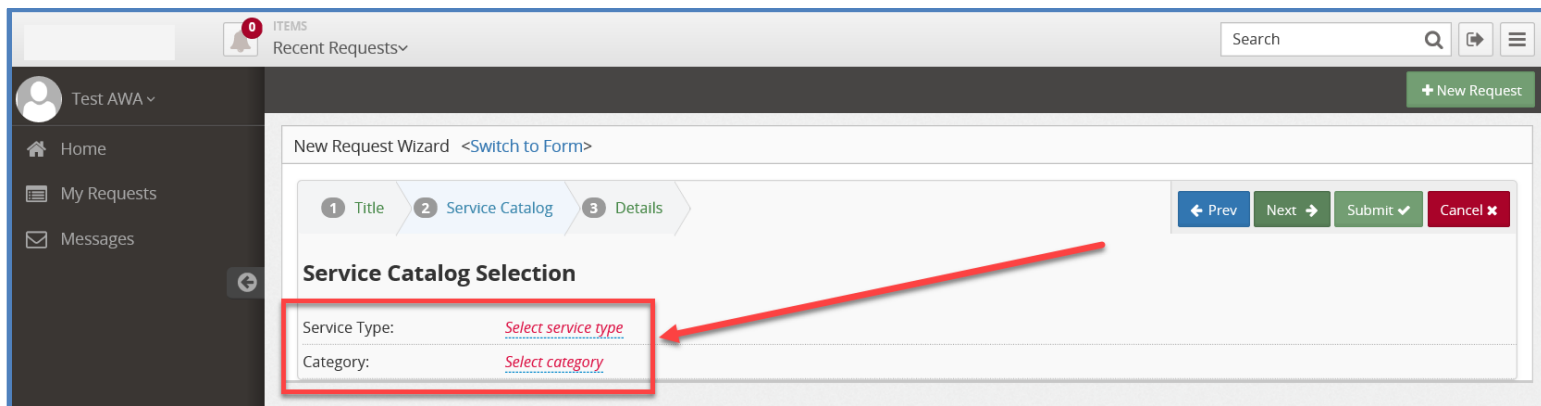
Title: *Enter title*

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3. Click *Enter title* and enter the purpose of your request.



4. Click  .



5. Click Select service type and select **AWA - Agency WITS Administrator**.
6. Click Select category and select **User Revocation**.

The screenshot shows a web application interface for creating a new request. On the left is a dark sidebar with navigation links: Home, My Requests, and Messages. The main content area is titled 'New Request Wizard' and includes a progress bar with four steps: 1 Title, 2 Service Catalog (current), 3 Details, and 4 Additional Details. Below the progress bar, the 'Service Type' is set to 'AWA - Agency WITS Administrator' and the 'Category' is set to 'User Revocation'. At the top right of the wizard, there are four buttons: 'Prev', 'Next', 'Submit', and 'Cancel'. The 'Next' button is highlighted with a red rectangular box, and a red arrow points from the bottom of the wizard area towards it. Above the wizard, there is a search bar and a '+ New Request' button.

7. Click .

The screenshot shows a web application interface for creating a new request. The top navigation bar includes a search bar, a user profile icon labeled 'Test AWA', and a '+ New Request' button. The left sidebar contains links for 'Home', 'My Requests', and 'Messages'. The main content area is titled 'New Request Wizard' and features a progress bar with four steps: '1 Title', '2 Service Catalog', '3 Details' (the current step), and '4 Additional Details'. Below the progress bar, there are 'Prev', 'Next', 'Submit', and 'Cancel' buttons. The 'Add Memo, Attachment' section contains a 'Memo' field with a rich text editor toolbar (font, size, bold, italic, underline, list, link, unlink, image) and a large text area. A red box highlights the text area, and a red arrow points to it from the top right. Below the 'Memo' field is an 'Attach' section with a 'Select file(s)' button. The footer of the application displays '© 2018 Help Desk Technology'.

8. Enter a detailed description in the Memo field for this request.

ITEMS Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Add Memo, Attachment

Memo:

(inherited font) (inherited size)

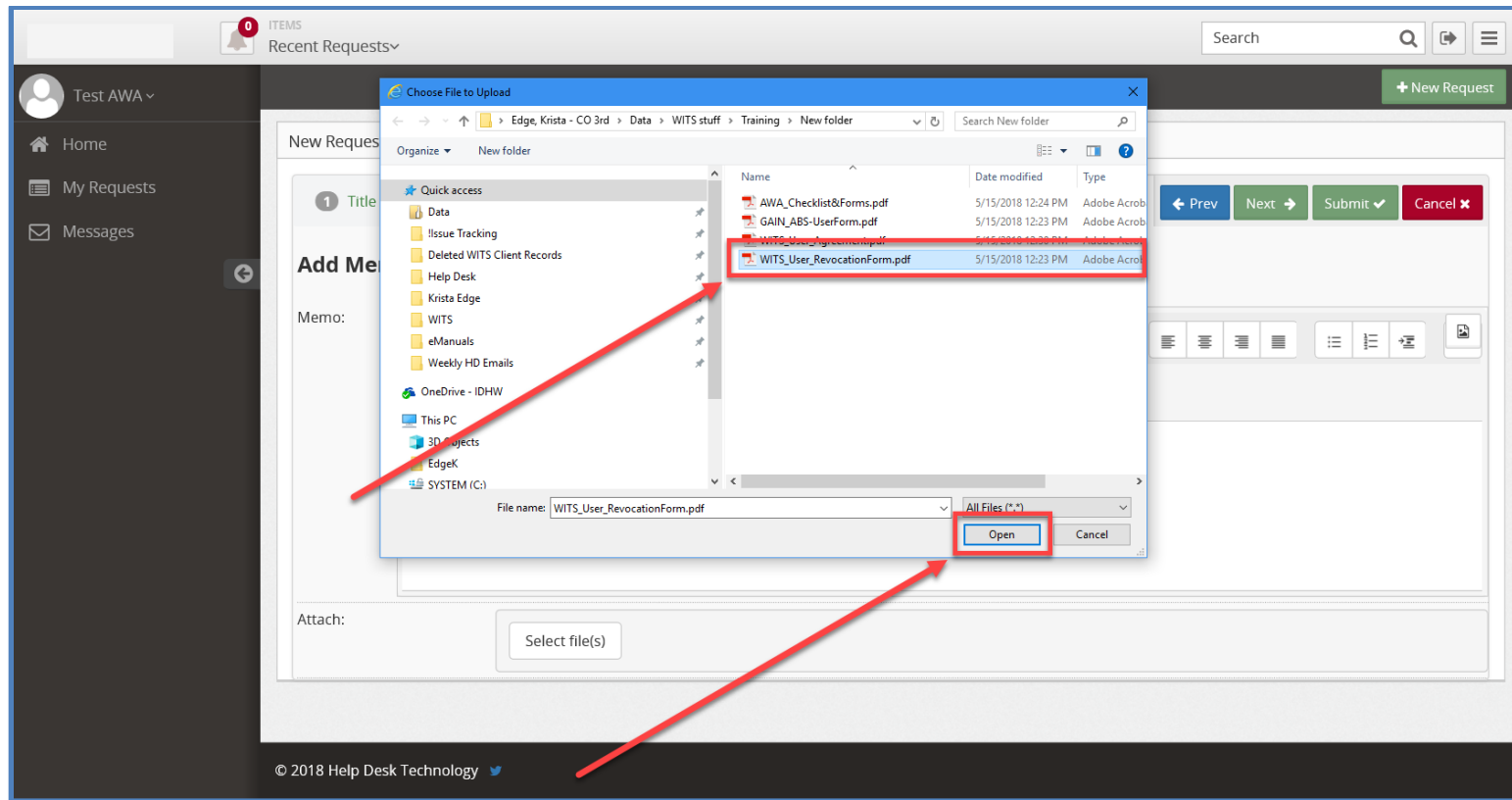
Revocation information of staff member whose account is locked and no longer using WITS.

Attach:

Select file(s)

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9. Click to attach the WITS User Revocation form.



10. Navigate to the file and click Open.

ITEMS 0 Recent Requests

Search

Test AWA

Home

My Requests

Messages

+ New Request

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Add Memo , Attachment

Memo:

(inherited font) (inherited size)

A B I U

Revocation information of staff member whose account is locked and no longer using WITS.

Attach:

Select file(s)

Done

WITS_User_RevocationForm.pdf 100%

11. Click .

0 ITEMS
Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

Action

12. Click Action and select **User Revocation**.

0 ITEMS
Recent Requests

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

User Revocation Effective Date

Staff First Name Staff Last Name

Agency Type

Signed User Revocation Form Attached ☐

13. Complete the following fields.

- Effective Date – enter date the staff member is no longer using WITS for your agency.
- Staff First Name – enter first name of the staff member whose WITS user account is no longer in use.
- Staff Last Name – enter last name of the staff member whose WITS user account is no longer in use.
- Agency Type – select Substance Use Provider.
- Signed User Revocation Form Attached – check box to alert the Help Desk the WITS Revocation form for the staff member has been attached on the ticket.

ITEMS 0 Recent Requests

Search

+ New Request

Test AWA

Home

My Requests

Messages

New Request Wizard <Switch to Form>

1 Title 2 Service Catalog 3 Details 4 Additional Details

Prev Next Submit Cancel

Additional Information

No Protected Health Information should be entered in this ticket. Please make sure all screen shots have the client name removed (or blacked out).

User Revocation 5/1/2018

Staff Member First Name Staff Member Last Name

Substance Use Provider

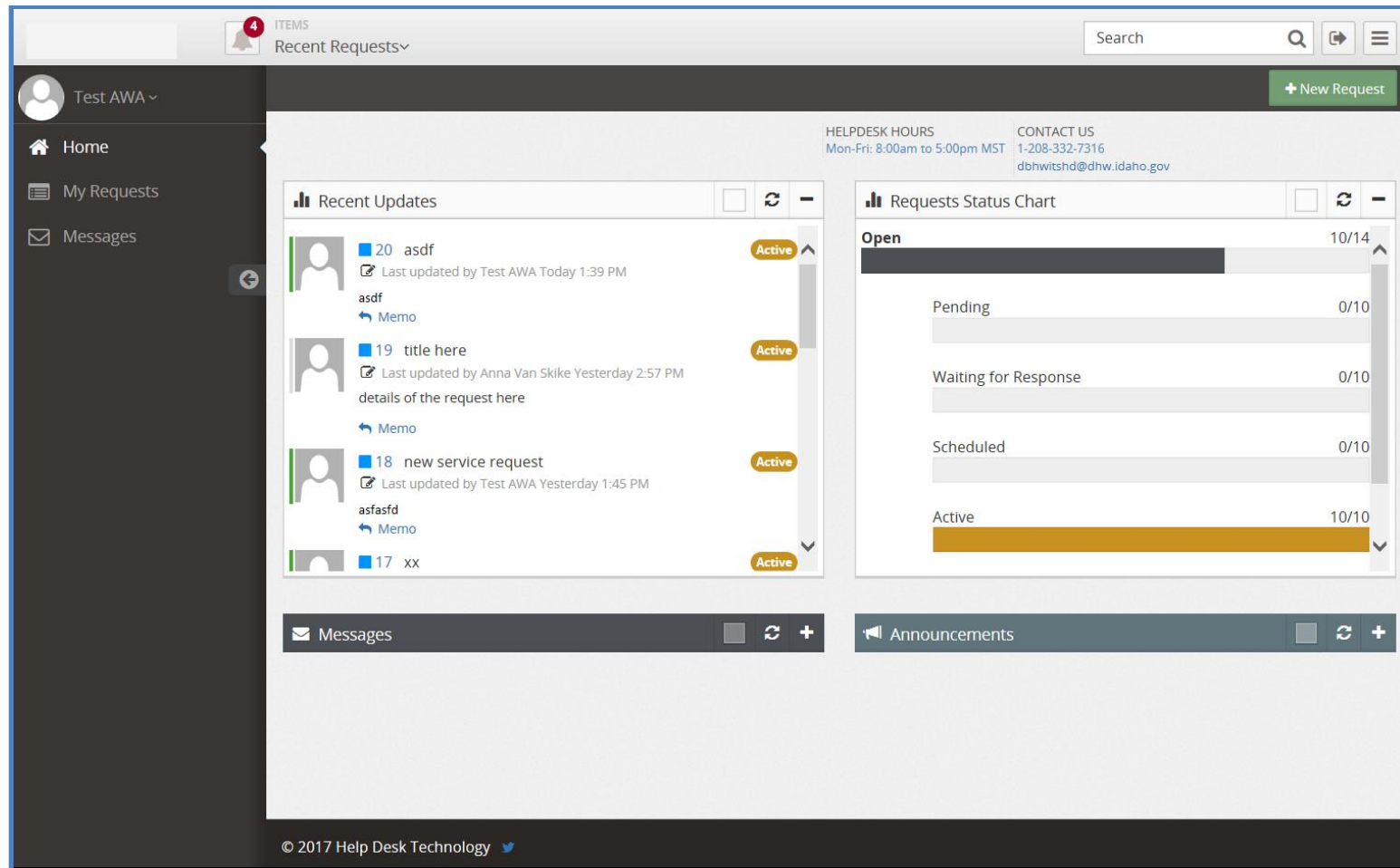
Signed User Revocation Form Attached ☒

<http://wits.idaho.gov/Portals/73/Documents/substanceUse/eManual%20Documents/SUDStaffMemberRevocationForm062317.pdf?ver=2017-06-23-153153-470>

14. Click .

The screenshot displays a web application interface. On the left is a dark sidebar with a user profile 'Test AWA' and navigation links for 'Home', 'My Requests', and 'Messages'. The top header shows 'ITEMS' with a notification icon and 'Recent Requests'. The main content area is titled 'New Request Wizard' with a '<Switch to Form>' link. It features a multi-step progress bar with steps: 1 Title, 2 Service Catalog, 3 Details, and 4 Additional Details. Below the progress bar are input fields for 'Additional Information', 'User Revocation' (with a date '5/1/2018' and a calendar icon), 'Staff Member First Name', 'Staff Member Last Name', and 'Substance Use Provider'. There is a checkbox for 'Signed User Revocation Form Attached' which is checked. At the bottom, a URL is provided: 'http://wits.idaho.gov/Portals/73/Documents/substanceUse/eManual%20Documents/SUDStaffMemberRevocationForm062317.pdf?ver=2017-06-23-153153-470'. A green confirmation message box in the top right corner, outlined in red, states 'Your request 4130 has been logged'. A red arrow points from the bottom of the form area towards this message box. Navigation buttons 'Prev', 'Next', 'Submit', and 'Cancel' are located at the top right of the form area.

15. A confirmation message will appear in green with the Service Request Number.



16. You are automatically navigated back to the Home Page.

17. Help Desk staff will process the Online Portal Request according to the SLAs.